



State of New Hampshire Judicial Branch

Information Technology Plan SFY 2010-2013

**Peter D. Croteau, Chief Technology Officer
Administrative Office of the Courts**

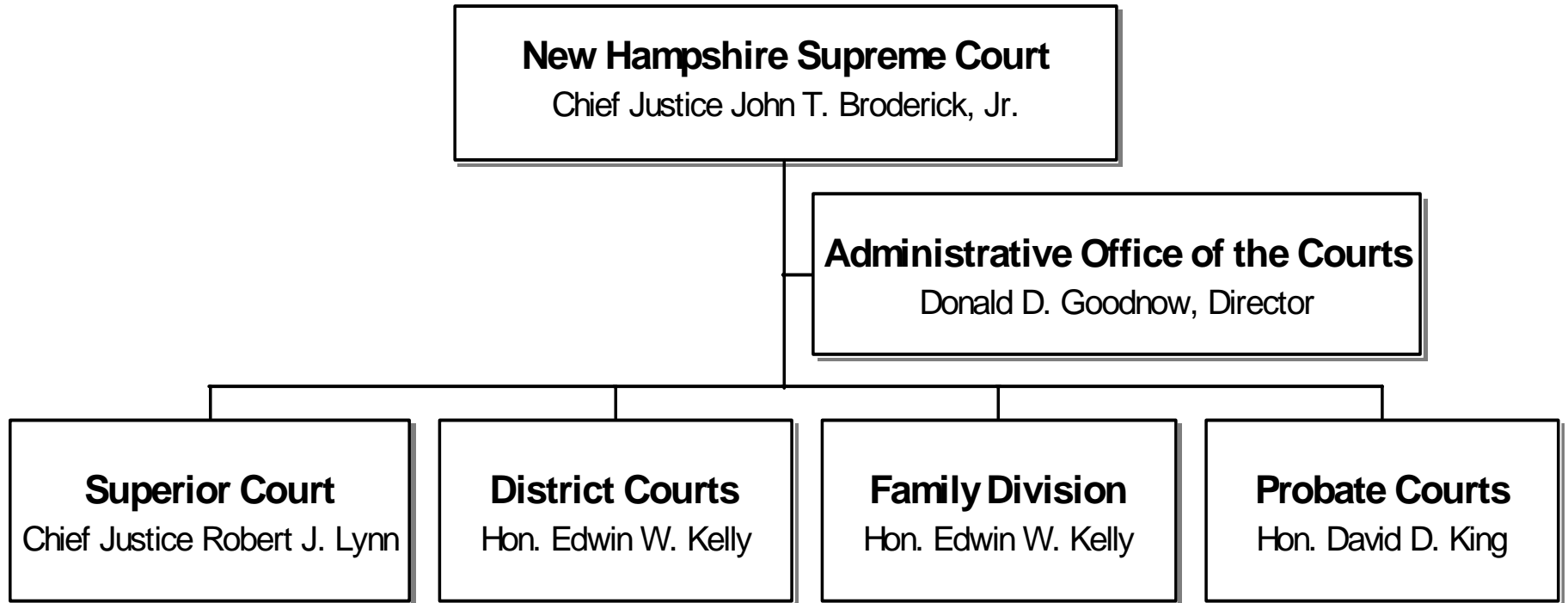
Judicial Branch Mission Statement

To preserve the rule of law and to protect the rights and liberties guaranteed by the United States and New Hampshire Constitutions, the Court will provide accessible, prompt, and efficient forums for the fair and independent administration of justice, with respect for the dignity of all we serve.

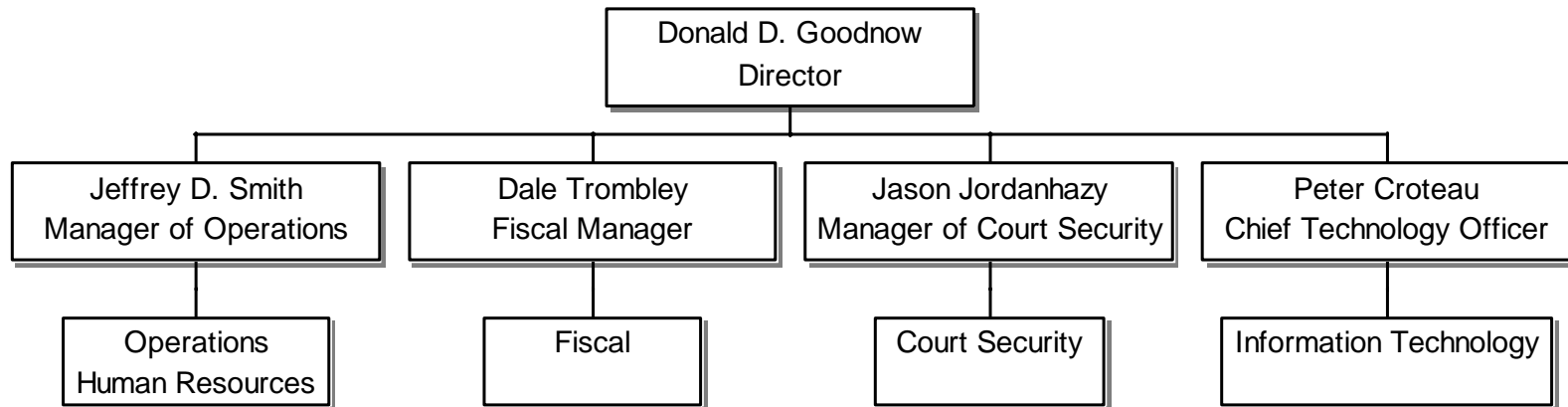
Judicial Branch Overview

- **Supreme, Superior, District, and Probate Courts, plus the Family Division**
- **244,058 Case Filings in CY 2007**
- **614 Full-time Non-Judicial Staff**
 - (Plus Security)
 - 59 Full-time and 38 Part-time Judicial Positions
- **46 Judicial Branch Locations**
 - 43 Court Facilities
 - 3 Administrative Facilities

State of New Hampshire Judicial Branch Organization



Administrative Office of the Courts



Judicial Branch Structure

- **Courts – Each of the four trial courts, Superior, Probate, District Courts and Family Division, has an Administrative Judge who reports to the Chief Justice of the Supreme Court.**
- **Administrative Office of the Courts – The Director of the AOC reports to the Chief Justice of the Supreme Court.**
- **The Administrative Council consists of the Chief Justice of the superior court, the Administrative Judges of the probate courts and of the district courts and the family division, and the Director of the Administrative Office of the Courts. The Council meets monthly to coordinate judicial branch administration.**

Strategic Business Issues

- **Complete the trial court case management system rollout to remaining courts**
- **Provide public access terminals at every court location**
- **Provide remote electronic access to court case data via the Internet**
- **Develop electronic interfaces for data exchange with other State automated justice systems**
- **Enhance revenue collection through electronic online payments**
- **Upgrade legacy human resource and financial systems leveraging the statewide ERP system implementation**
- **Expand automation of court processes**

Information Technology Architecture

- Hardware Platform(s)
 - 118 servers
 - 1000+ Desktop PC's and 195 Laptops
- Operating System(s)
 - Application Servers Run Windows NT, 2000, 2003, Novell
 - Desktop PC's run Windows NT, 2000, XP O/S
- Software Development is in COBOL, moving to .Net
- Databases are Microsoft SQL, B-Trieve
- Email Server is Dell with Windows 2003

Current Production Systems

- **7 BUSINESS APPLICATIONS**
 - 3 Custom Built & Supported by Judicial Branch
 - Human Resources/Accounting
 - Judicial Scheduling
 - Jury Management System
 - 4 Outsourced
 - Tyler Tech – Odyssey: New Trial Court Case Management
 - Choice – Sustain: Legacy Trial Court Case Management
 - LT Court Tech - Supreme Court Case Management
 - K&S Elec. – Court Proceedings Digital Recordings (FTR)
 - 0 Commercial Off-The-Shelf Applications
 - 0 Built & Supported By OIT

Summary of Automated Systems

- **Odyssey – New case management system automates trial court case business process**
- **Sustain – Legacy case management system automated trial court case business process**
- **C-Track – Legacy case management system automated case business process for Supreme Court only**
- **Digital Court Recordings – System (FTR) which digitally records court proceedings**
- **Jury Management System – Provides the Judicial Branch with jury pool selection, attendance and payment management**
- **Human Resource & Accounting System – Automated systems for personnel, time tracking, payroll and accounting**
- **Judicial Scheduling – Automated judge scheduling system and compensation**

IT Projects Summary, FY10-13

- **PROJECTS**
 - 8 ACTIVE PROJECTS (Funded & Active)
 - 7 PENDING PROJECTS (Funded & Not Active)
 - 30 FUTURE PROJECTS (Not Funded & Not Active)
 - 7 SYSTEMS SUPPORTED
(see page 10)

Active IT Projects (Funded & Active)

- **Odyssey – Case Management System Rollout**
- **Data Warehouse – Odyssey subset of data for management and policy statistical reports; financials and specific management metrics for domestic violence and permanency planning (partly funded by grant)**
- **Integrated Justice Interfaces – Electronic Bench Warrant, Complaints and Dispositions interfaces to J-ONE (partly funded by grant)**
- **Upgrade IT Support Desk Software – System is used to log incoming IT work requests and provide backlog metrics**
- **Enterprise Resource Planning (ERP) – Purchasing module**
- **Odyssey System Data Dictionary Development – Develop standard definitions of data in new case management system**
- **Data Center Use Plan – Determine the extent of proposed use of the DoIT data center to host more Judicial Branch servers**
- **Video Conferencing – Expand video use for remote trial testifying and Judicial Branch training and meetings**

Pending IT Projects (Funded & Not Active)

- **Public Access in Courts – Expand online access to court and law based web sites at court locations**
- **Financials/Accounting System Upgrade**
- **J-ONE – for Protective Orders and Bail**
- **ERP – Human Resources**
- **Data Warehouse Phase II – develop more statistical reports**
- **Supreme Court Public Access**
- **Electronic Briefs – Supreme Court will accept briefs electronically**

Future IT Projects (Not Funded & Not Active)

- **Court Technology Projects**
 - Jury Management System – Current system at end-of-life
 - Supreme Court Case Management – Upgrade for more functionality
 - Other J-ONE Phases to be determined
 - Indigent Defense Case Eligibility – Automate a file transmission to Indigent Defendants for automated eligibility screening
 - Schedule Mediation/Case Management Conferences
 - Fine/Fee License Suspension (DMV)
 - Drug Court Case Management Software
 - Enter Court Sentence From Bench (District)
 - Expand Video Conferencing – Remote conferencing for testifying/training
 - Attorney Access to Case Management
 - Centralized Mail System – Reduce mailing costs
 - Document Imaging

- **Improve Electronic Public Interfaces**
 - Court Case Public Access – Web access by public to case information
 - Online Fine/Fee Collection – Provide web based fee/fine payment
 - Online Child Impact Seminar –
 - E-File/E-Noticing – Electronic document filing by attorneys and electronic notices from courts
 - Remote electronic access to transcription
 - Improved Google Search Capability on the Judicial Branch Web Site
 - Supreme Court Case Public Access
 - Court Lobby Public Access to Cases

- **IT Infrastructure Upgrades**
 - Upgrade Aged Infrastructure Servers/Switches
 - Upgrade Microsoft Enterprise Software
 - Exchange Server – Microsoft Exchange allows for shared calendars and other internal efficiencies
 - Disaster Recovery – Alternative physical site for operating Court IT for operations following a severe outage
 - Automated inventory – Ability to perform inventory using bar code or RFID technology
 - Hillsborough County Court Move – Hills North temporary move to Hills South for asbestos removal
 - Web Use Monitoring Software Implementation
 - Voice Over IP Phones

- **Upgrade Financial/Accounting System**
 - Replace 20-year old legacy Financial/Accounting Systems
 - ERP - Human Resources Module

CURRENT STATE of IT

- **New CTO in first year**
- **IT Staff, Workload, IT Business Processes and Infrastructure Have Been Assessed**
- **Support Desk in Reorganization**
- **Aged HR/Financial System Requires Rewrite**
- **Central IT Infrastructure is Aged**
- **Computer Room Outdated/Space Limited**
- **Expanded Use of DOIT Data Center Planned**
- **Major Upgrade of Trial Court Infrastructure via Odyssey Deployment**
- **IT Staff Growth Dictates Need for Structured IT Business Processes**
- **Demand on IT Support Desk is Growing**
- **Odyssey Implementation:**
 - Successful based on user surveys
 - Deployments 53% Complete; Final Implementation scheduled for 2010
 - Consuming large amount of IT staff
 - Creating Odyssey enhancement backlog, and general increased IT backlog

IT RISKS (10 is high risk)

- **Aged IT Infrastructure** • **10**
- **Aged HR/Financial Software** • **9**
- **Odyssey Completion Required for Success of Many Other Projects** • **8**
- **Support Desk Volume/Resources** • **8**
- **Internet Operating Standards/Architecture** • **8**
- **Need for IT Best-Practice/Audit Compliance** • **7**
- **Computer Room Operating Limitations** • **6**
- **Absence of Exchange Server Limits Productivity** • **4**

JUDICIAL BRANCH INFORMATION TECHNOLOGY BUDGET					
	Change or Maint.	FY 2010	FY 2011	Planning Purposes	
				FY 2012	FY 2013
<u>Hardware - class 037</u>	M	1,141,357	344,569	378,511	310,979
Additional Storage Space for Odyssey	M	9,000			
Public Access Terminals	C	15,000	10,000		
Public Access Servers	C	20,000	3,000	3,000	3,000
Hardware Maintenance	M	261,352	261,352	261,352	261,352
Subtotal		1,446,709	618,921	642,863	575,331
<u>Software - Class 038</u>					
Payments to Tyler outside of J-One	M	18,000	18,000	18,000	18,000
Internet Filter	M	20,000	3,000	3,000	3,000
Google Search Engine	M	3,000	450	450	450
Jury Management System	C	350,000	37,000	37,000	37,000
AOC Support Desk Software	M	20,000	3,000	3,000	3,000
Supreme Court CMS Software maintenance	M	60,000	63,000	66,150	
Supreme Court Odyssey conversion	C			300,000	45,000
E-Noticing/Efiling/Online Fine Payment	C		0	200,000	750,000
Software License Renewals	M	45,382	45,382	45,382	48,382
Odyssey software maintenance	M	217,331	232,493	247,656	262,818
Microsoft Upgrades	M	20,000	20,000	20,000	20,000
Public Access Servers/Server Farm	M	20,000	3,000	3,000	3,000
Lawyer On-Line Scheduling	C				
Online Fine and Filing Fee Payments	C				
DMV Interface - Late Fine Pay' License Susp.	C				
Subtotal		773,713	425,325	943,638	1,190,650
<u>IT Consulting - Class 046</u>					
.Net Consultant	C		239,000		
E-Filing groundwork	C				
<u>Telecommunications/Data - Class 020</u>					
Telecommunications lines, Internet, CMS	M	200,000	200,000	200,000	200,000
<u>Transfers to OIT - Class 027</u>	M	10,000	10,000	25,000	25,000
TOTAL		\$ 2,430,422	\$ 1,493,246	\$ 1,811,501	\$ 1,990,981
Total Change		385,000	289,000	540,000	835,000
Total Maintenance		2,045,422	1,204,246	1,271,501	1,155,981
Less: Current Exp Portion		<u>210,000</u>	<u>210,000</u>	<u>225,000</u>	<u>225,000</u>
Net to Be Funded from Dedicated Fund		1,835,422	994,246	1,046,501	930,981